**Position Title**  | On Job Coach & Mentor (OJC)  
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**Award**  | Labour Market Assistance Industry Award  
**Time Fraction/Tenure**  | Part time or Fulltime up to 38 hrs. per week  
**Service/Business Area**  | Employment Services  
**Location**  | Various sites  
**Accountable & Reports to**  | Employment Service Manager (ESM) / Team Leader (TL)  
**Position/s Accountable for**  | N/A  
**Information Contact**  | Michael Upston - ESM  
**Telephone**  | 03 5941 1535  
**Organisation Overview**  
Outlook (Vic) Inc. is a not for profit organisation that is progressive, innovative and a community-based organisation and works to develop a unique balance of strong partnerships and social enterprises to fully embrace the community and create positive change for many disadvantaged individuals.  
Outlook’s proactive approach to community building has shaped a wide range of services and opportunities for the inclusion of disadvantaged people and the broader community. This has resulted in a host of varied and long-term employment opportunities, education and support programmes that build self confidence and enhance community inclusion.  
The employment division, Outlook Employment (OE) is an industry leader in the employment services sector. Our core values are based upon a framework of engagement, honesty, care, respect and passion.  
**Position Overview**  
The Job Coach and Mentor role is a new position being created to support the roll out of a new employment initiative with a major national food retailer operating fast casual dining restaurants. The aim of the role is to support transition into employment and provide on the job assessment & training to ensure job seekers successfully secure and maintain ongoing employment. Consultation with key stakeholders including; employers, and advocates is essential to ensure individual needs are met.  
The following objectives need to be met:  
1. Provision of job seeker support and guidance on the job  
2. Conducting an on the job analysis and task breakdowns  
3. Linking job seekers with suitable employers  
4. Ensuring employers needs are met in relation to job performance  
5. Facilitating on the job training, mentoring and support for job seekers  
6. Supporting the employer with wage subsidies and workplace modifications  
7. Establishing strong relationships with employers  
8. Identifying job vacancy opportunities and communicate promptly  
9. Maintaining and secure client files and records according to RecruitAbility Database  
10. Ensuring all service delivery complies with contractual guidelines  
11. Identifying job vacancy opportunities and communicate promptly  
12. Generating employment opportunities via direct networking and other mediums
**Key Result Areas and Associated Tasks**

The Pathway Coach has 5 primary areas of responsibility:

1. **Job Seeker Support**
2. **Employer Support**
3. **Compliance**
4. **Service Delivery**
5. **Organisational / Site**

### Job Seeker Support
- Assess job seekers suitability to job requirements
- Completion of a new job analysis and task breakdowns (where applicable)
- Ensure the Job analyses clearly outline the requirements of the position
- Provide onsite training and support
- Collect and disseminate Post Placement Support (PPS) information to Employment Consultants (EC) and other stakeholders
- Provide mentoring and ongoing support
- Ensure regular contact with job seekers as per identified support needs
- Ongoing support assessments are organised and negotiated with client and the employer within as per contractual guidelines
- Labour market and skill shortages information is reported to EC, TL, and ESM

### Employer Support
- Build and maintain employer relationships
- Determine employer / job seeker support needs and suitability
- Identify opportunities for position carving (e.g. the separation of one role in to various roles to allow for additional positions)
- Support Pathway Coaches in sourcing suitable vacancies for their caseloads
- Communication of employers in accessing Wage Subsidies and Work place Modification
- Completion of both 13 week and 26 week PPS forms

### Compliance
- Ensure that all work is in accordance to Department of Social Services (DSS) contractual guidelines
- Ensure that all work is in accordance to internal processes and compliance
- Ensure that Australian Privacy Principles are adhered to in relation to client, staff and stakeholder information and records
- Demonstrate current knowledge of relevant legislation and Disability Service Standards
- Carry out required duties to ensure compliance with DSS

### Service Delivery
- Comply with internal process
- Ensure that all paperwork is completed in accordance with organisational and contractual guidelines
- Marketing OE to employers and other stakeholders and accurate data
INTERGRATED MANAGEMENT SYSTEM
CORPORATE

POSITION DESCRIPTION
On Job Coach & Mentor

Key Result Areas and Associated Tasks

<table>
<thead>
<tr>
<th>Organisational / Site</th>
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<tbody>
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<td>entry of contacts into RecruitAbility data system to establish key stakeholder contacts.</td>
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<tr>
<td>• Adhere to OE guiding principles</td>
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<td>• Contribute and participate in Job Plans</td>
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<tr>
<td>• Ensure a working knowledge of OE’s Quality Management System</td>
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<td>• Ensure participation and contribution to all team, site and organisational goals</td>
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<td>• Participate in internal and external training opportunities where appropriate</td>
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<td>• Contribute to OE’s continuous improvement processes</td>
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<td>• Other duties as required</td>
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Key Selection Criteria

Selection will be based on assessing an applicant’s skills, knowledge, past performance and other personal qualities relevant to the work assignment, as listed below:

Mandatory

- Knowledge and experience preferably in Community Services, Employment Services and/or Disability Employment or related field
- Ability to analyse job requirements and effectively support job seekers and employers according to their needs
- Willingness to work outside of core business hours to support job seekers in employment in a variety of conditions
- Engage in job seeker training support where physical labour may be required
- Exceptional communication skills both verbal and written
- Demonstrated understanding of local labour market and regional skill shortages
- Knowledge of current Fair Work Australia legislation
- Represent OE in a professional manner at networking events and public outings
- Excellent organisational skills
- Attention to detail and the ability to create and maintain accurate records
- Ability to prioritise tasks and requests from competing stakeholders
- Proficiency in computer applications including Windows, MS Office Suite, Internet and Information Management Systems
- Effective conflict resolution skills and the ability to work with difficult or challenging individuals and their behaviours
- Experience in assessing individual clients and employers needs and ensuring service delivery meets those needs
- Ability to work with culturally diverse individuals and use culturally appropriate methods of engagement
Key Selection Criteria

- Ability to work effectively as part of a team and contribute to team and organisational goals
- To successfully meet individual and team KPI’s
- Knowledge of Quality Assurance Frameworks and current Government legislation

Desirable

- Knowledge of Employment Services System (ESS)
- Previous experience working with clients with a disability and placing them into suitable and sustainable employment
- Demonstrated ability to gain employment outcomes for individuals facing multiple barriers to employment
- Demonstrate understanding of the range of disabilities that may impact job seekers ability to engage in employment
- Experience in individualised training support and processes

General Information

Police Records Check

This position is subject to a satisfactory Police and Working with Children Check prior to commencement.

Working with Children Check

This position is subject to a satisfactory Working with Children Check prior to commencement.

OH&S

Outlook management is committed to providing a safe and healthy work place and environment in which the physical and psychological wellbeing of staff, participants and the community are protected. Outlook personnel are responsible for maintaining a safe and healthy workplace and environment in which the physical and psychological wellbeing of colleagues, participants and the community is protected.

Learning and Development

Outlook has a learning Culture and encourages and expects staff to participate in and undertake meaningful and relevant knowledge and skills development opportunities.

Pre-existing injury or medical condition

Each applicant will be required to complete a pre-existing injury/medical form and attend a Pre-employment Medical Check

WorkSafe Victoria states that failing to notify or hiding a pre-existing injury or illness which might be affected by the nature of this proposed employment, could result in that injury or illness being ineligible for future compensation claims, and could breach the Occupational Health & Safety Act.

Licence requirements

A current Victorian Drivers Licence is required
General Information

Probationary Period
This position is subject to a six (6) month probationary period during which time the employee will be assessed as to their suitability for continued employment.

Other requirements

Core Outlook (Vic) Inc. Values

Integrity
- Outlooks commitment to integrity exemplifies honesty, trust, equality and respect for the individual.
- Accountability and a Duty of Care to staff, service users, families, each other and the wider community.
- Fostering dignity and self-esteem through respect for the rights of the individual.

People Focused
- Personalizing by being open minded, empathizing, listening, and supporting individuals.
- Promoting empowerment and inclusion through Advocacy with individuals and on behalf of communities.
- Working as a team player dedicated and committed to empowerment and personalized approaches.
- Building trust with stakeholders, partners and wider community.
- Providing opportunities for personal growth and inclusive relationships.
- Outlook puts people first, by encouraging and supporting individuals to meet their potential.

Inclusion
- Working together to facilitate flexible opportunities for individuals to be accepted, participate and belong.
- Partnerships with the wider community, leads to meeting the needs and expectations of people.

Ethical Business
- Entrepreneurial business that is conducted in a way (ethical manner) that includes: Quality, partnerships, training / education, communication, OH&S (staff welfare, life balance), environmental, legal compliance, efficiency, inclusiveness, outcomes and flexibility.

Diversity
- Promote and provide choices through progressive innovation

Continuous Improvement
- Excellence in service delivery and personalized outcomes through commitment to quality, accountability and continuous improvement.